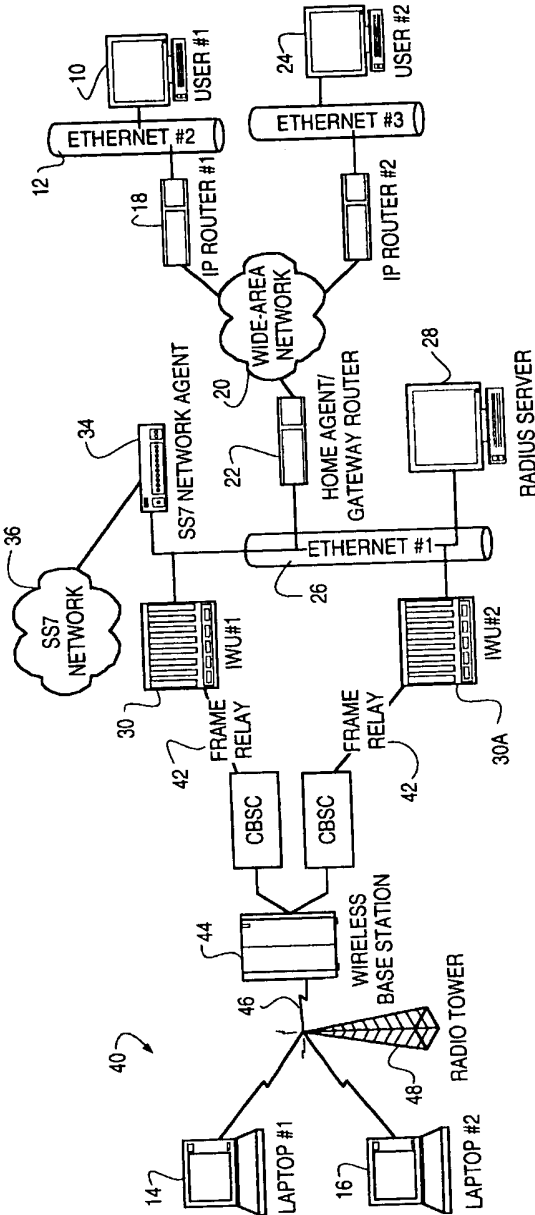


FIG. 1A



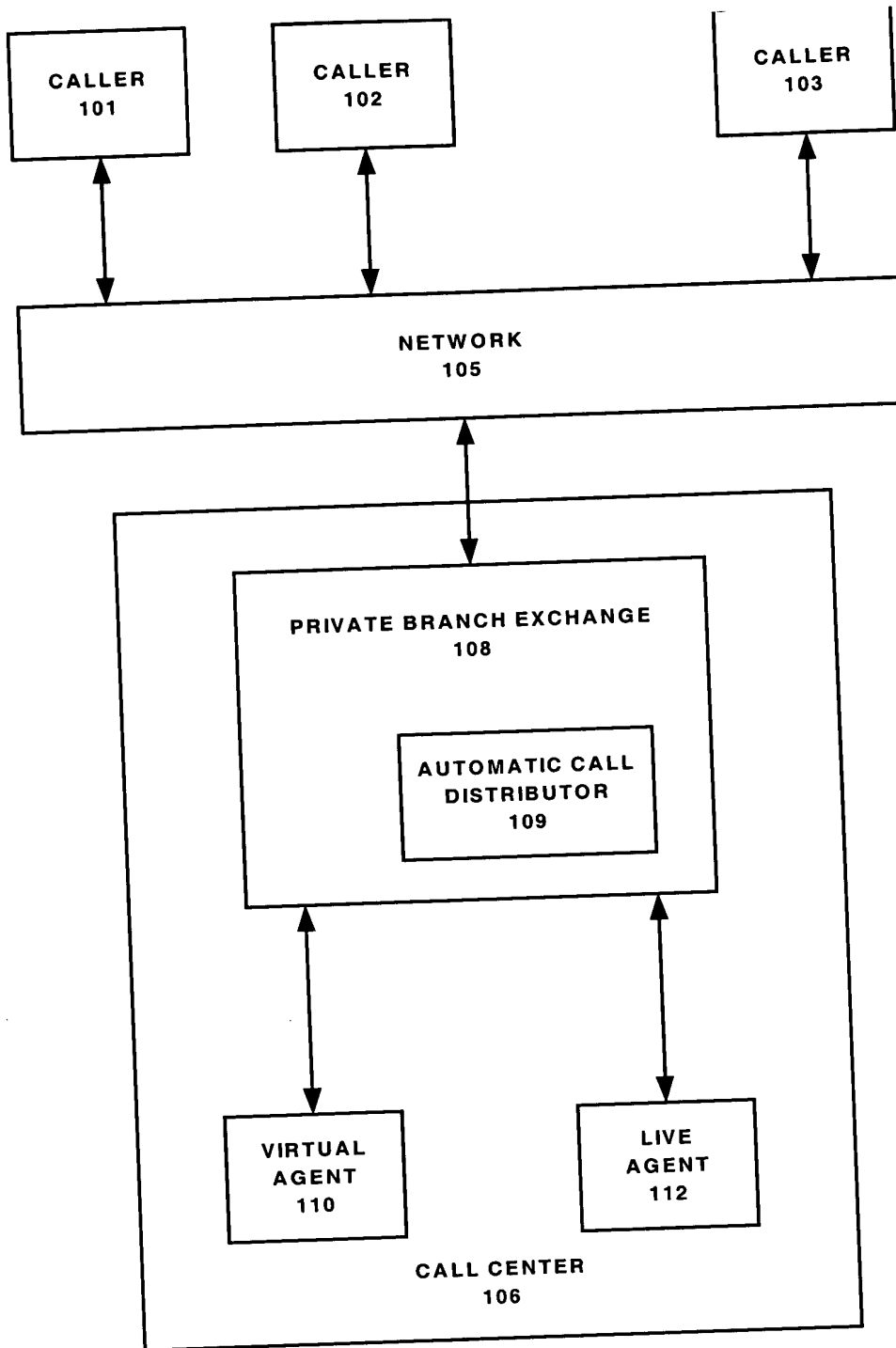
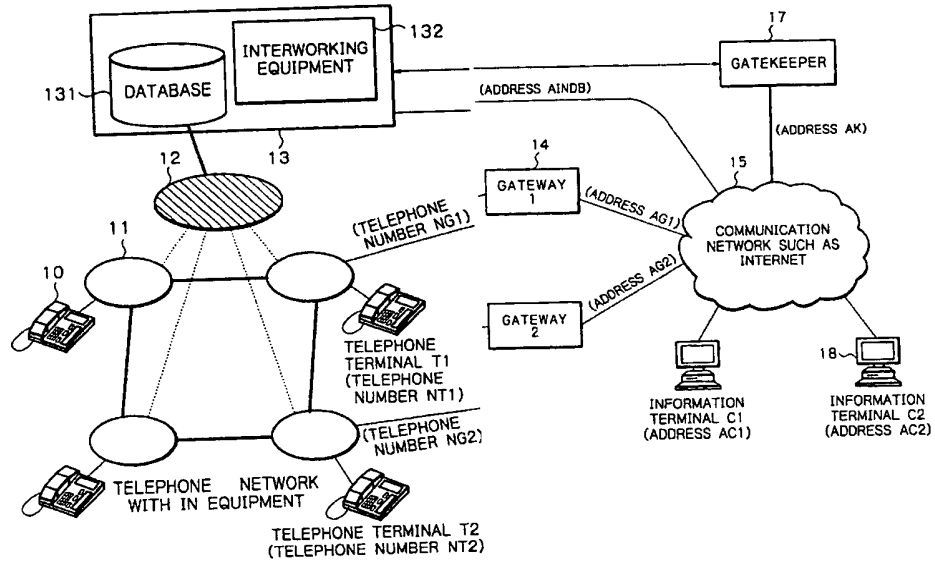


FIG. 1



FIG, 2A

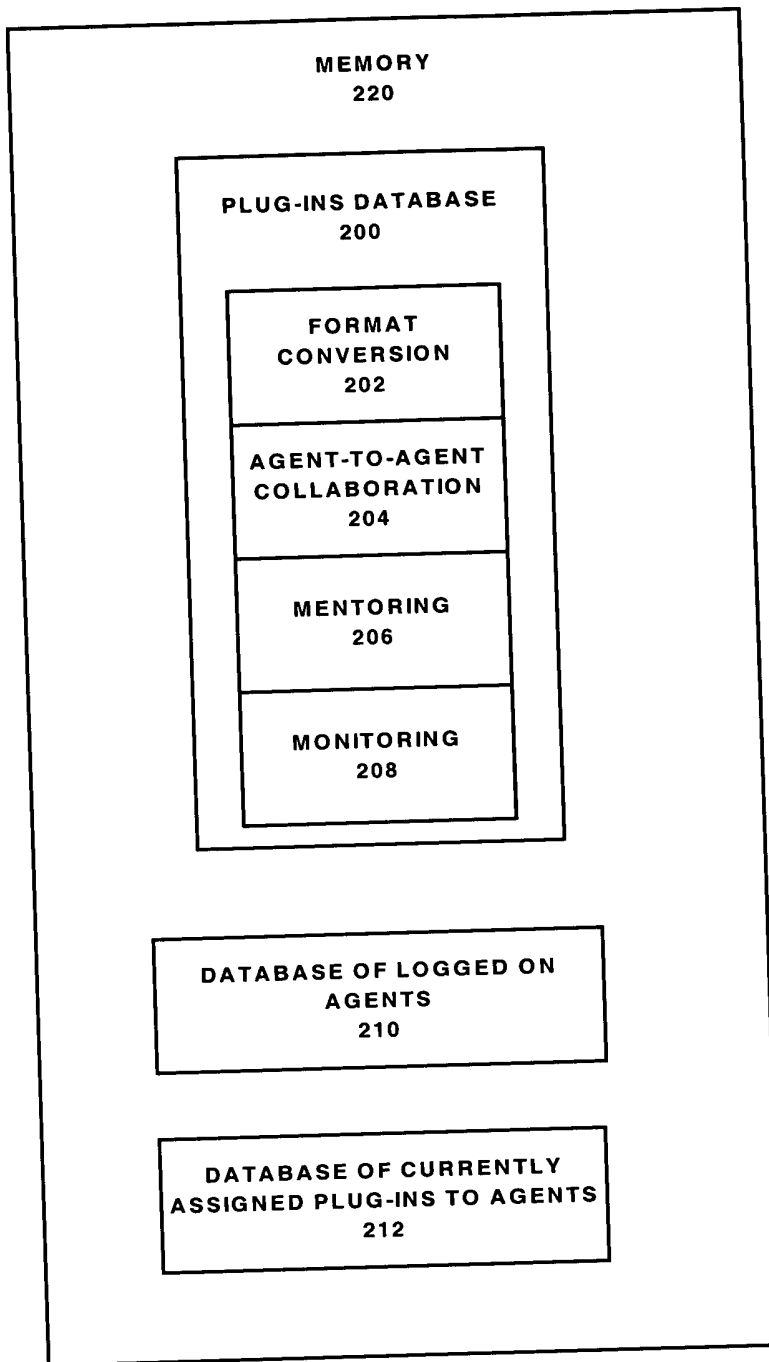


FIG. 2

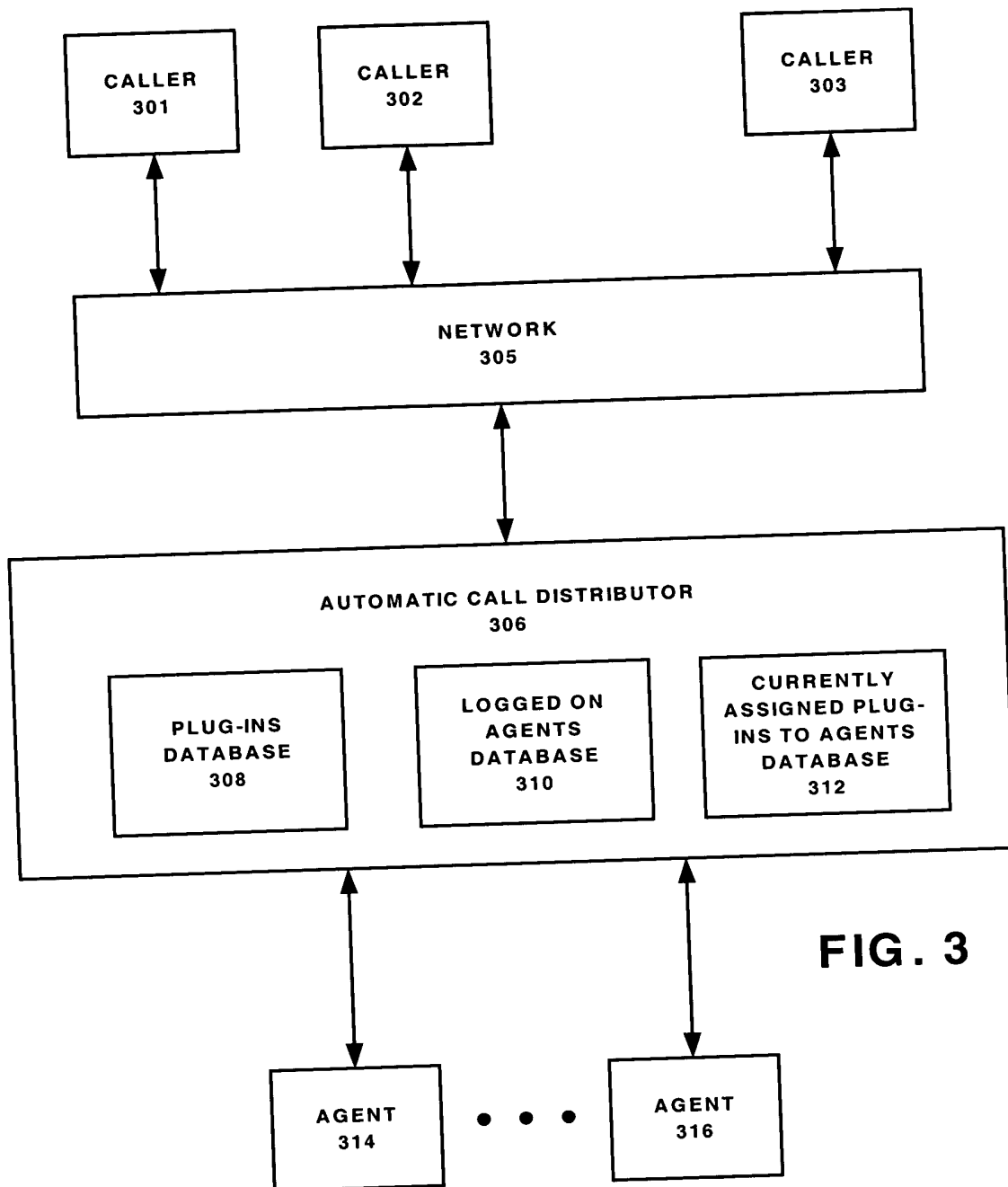


FIG. 3

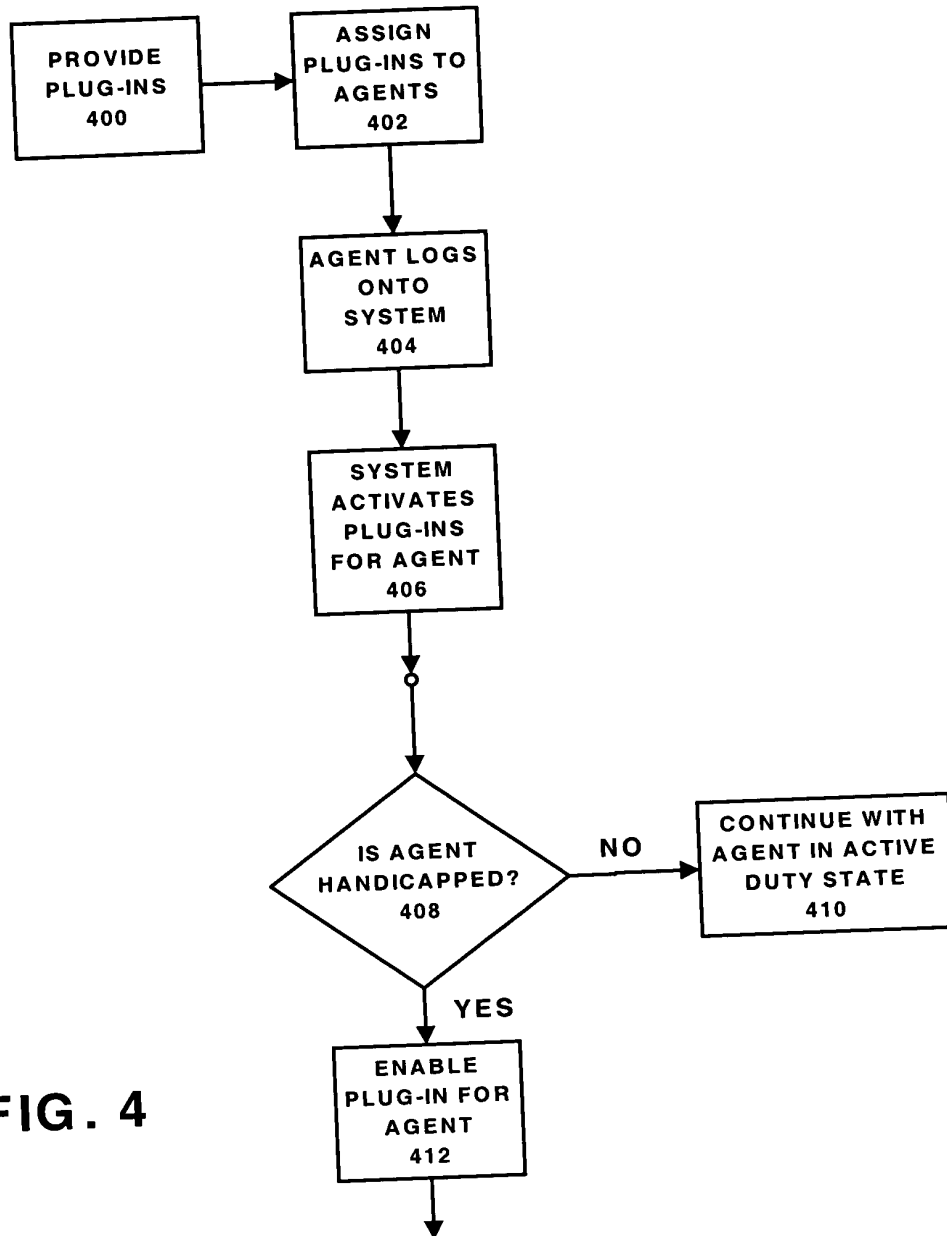


FIG. 4

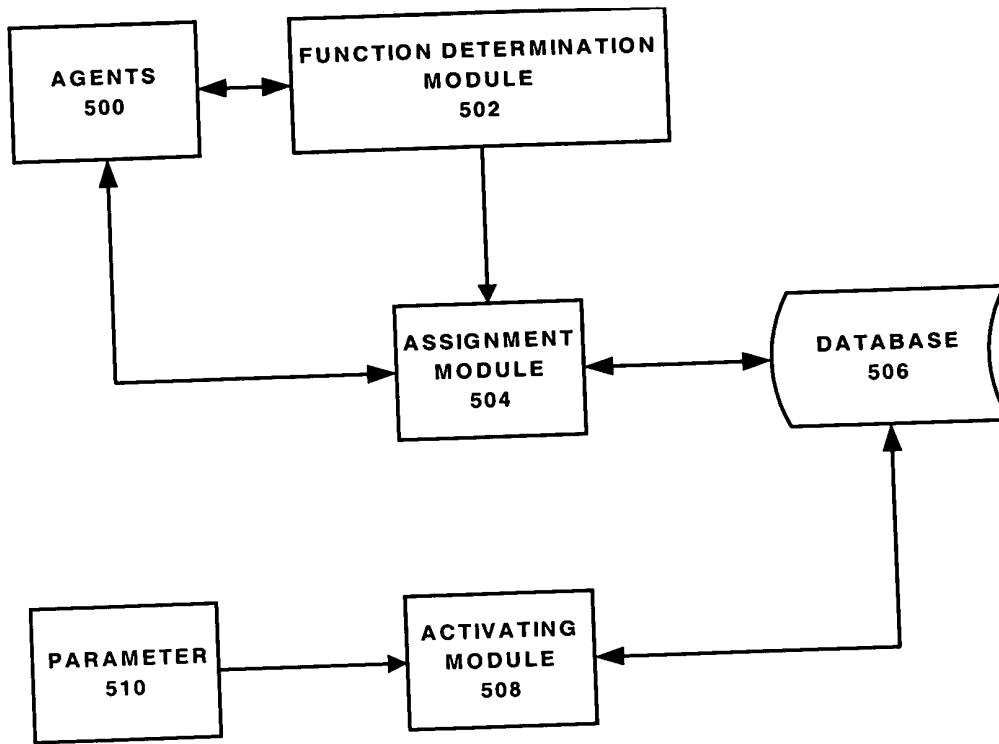


FIG. 5

computer readable media
600

computer program code segment that provides at least one plug-in that implements at least one message format conversion in the communication system
602

computer program code segment that assigns the at least one plug-in to a handicapped agent
604

computer program code segment that activates, upon detecting a message in a first format, the at least one plug-in for the respective handicapped agent for converting the detected message in the first format to a second format and for converting a response in the second format to the first format
606

FIG. 6